

EXHIBITOR MANUAL

Date: 14th June 2022

Venue: Utilita Arena
Newcastle Upon Tyne
NE4 7NA



Contents

A.....	2	First aid.....	13
Accidents and near misses.....	2	Footwear.....	13
Accessibility.....	2	Furniture hire.....	13
Accommodation.....	2	H.....	13
Alcohol and drug policy.....	2	Hazardous exhibits.....	13
Animals.....	2	Height restrictions.....	14
Arrival.....	3	I.....	14
AV hire.....	3	Insurance.....	14
B.....	3	Internet.....	14
Balloons.....	3	L.....	14
Build-up and breakdown.....	3	Lost property.....	14
Business centre.....	5	M.....	14
C.....	5	Marketing opportunities.....	14
Car parking.....	5	Music.....	15
Carpet.....	5	O.....	15
Cash machine.....	5	Organisers.....	15
Catering.....	5	P.....	15
Children.....	6	Passages and gangways.....	15
Cleaning and recycling.....	6	R.....	16
Competitions.....	6	Risk assessment.....	16
Contractors.....	6	S.....	16
Covid 19 precautions.....	6	Security.....	16
D.....	7	Smoking.....	17
Deliveries.....	7	Storage.....	17
E.....	8	T.....	17
Electrical services and stand power.....	8	Trolleys.....	17
Emergency procedures.....	8		
Exhibition stands and furniture.....	9		
Event staff.....	11		
Exhibitors' property.....	12		
F.....	12		
Filming.....	12		
Fire regulations.....	12		

Accidents and near misses

If you are involved in or witness an accident or near miss while onsite, please report it to the organiser's office immediately, which is located at the back of the arena.

Accessibility

Full details on accessibility can be found on the Utilita Arena Webpage:

<https://www.utilitaarena.co.uk/plan-your-visit/accessibility>

Accommodation

There are plenty hotels located near the venue, some of the closest include:

[Jury's Inn Newcastle](#) - 01912014400

[Crown Plaza, Newcastle](#) - 01915623333

[Hampton by Hilton](#) - 01915005001

[Holiday Inn Express](#) - 03719021625

UCAS does not recommend any hotel or have preferential rates with any accommodation provider. This list is provided for your information only.

Alcohol and drug policy

The consumption of alcohol is not permitted during the event at any time including build-up and breakdown. The venue has a strict drugs and alcohol policy, which allows them to offer to test or eject from site any contractor suspected of being under the influence of drugs or alcohol.

Due to the nature of the event, the sale of alcohol will not be permitted.

Animals

Assistance dogs are permitted entry to the show. However, if you plan to have any other animal(s) on your stand, you must apply for permission via the organisers as there are licensing implications, and the city vet's approval will be required.

Arrival

To gain entry to the venue, you must register the details of who will be attending before the event. This should be done via your ENet account – instructions on how to do this will be sent to the lead booker, by email.

All exhibitors must wear a lanyard throughout the duration of build-up, and the lanyard must be worn during event opening hours. Contractors will be provided with a wristband which must be worn throughout build up and breakdown. Exhibitor and contractor registration will take place at the loading bay doors, and at the main entrance to the arena.

AV hire

UCAS can offer a TV AV hire package – for more information and to book, please sign in to your ENet account. The items will be placed on your stand during build-up day, and on-site technical support will be available. If you need more information, please call the Events Team on 01242 544 645, or email events@ucas.ac.uk.

B

Balloons

Helium-filled balloons are not permitted in the venue.

Build-up and breakdown

Build-up times:

Monday 13 th June	16:00 – 18:00
Tuesday 14 th June	08:00 – 09:15

When you arrive, please proceed to the loading bay at the back of the arena to unload.

There will be no vehicle access to the loading bay after 09:00 on event open days. The loading bay doors will close, without exception, at 09:00. All vehicles must be removed from the loading bay by 09:10.

No trolleys will be permitted in the hall once the event opens at 09:30.

Exhibitors should remain on their stands and refrain from dismantling until the exhibition closes at 15.00. To help facilitate this, and ensure health and safety is maintained, the loading bay doors will not open, and vehicles will not be permitted in the hall until the venue is clear of visitors. If exhibitors start to dismantle stands while the event is still open, there will be no alternative but to close the exhibition, irrespective of how many visitors are still in the hall.

Breakdown times: 15.00 – 16.00

Schedule:

Monday 13th June

08:00 – 16:00 Stand Build (PPE area – no exhibitor access).

16:00 – 18:00 Exhibitor & Contractor access.

Tuesday 14th June

08:00 – 09:15 Exhibitor access.

09:30 – 15:00 Exhibition open – trolleys will not be allowed on the exhibition floor once it has opened to the public.

15.00 – Exhibition Closes

15:00 – 16:00 Exhibitor Breakdown - please ensure all materials are removed from the exhibition and loading bay areas by the closing time. It is the exhibitors' responsibility to liaise directly with the venue and pay any fines concerned. If any materials are left in the exhibition hall after this time, UCAS is not responsible for any items left behind.

16:00 – Contractor Breakdown (PPE area – no exhibitor access).

Deliveries:

There are no facilities for the advance storage of exhibition material at the Utilita Arena, meaning **any deliveries arriving before Monday 13th June will be refused and returned to the sender**. Exhibitors are requested to arrange for all deliveries to be made only during the above access times. Deliveries will not be accepted once the event is open.

Utilita Arena staff will not be responsible for signing for deliveries. UCAS staff will sign for deliveries when in tenancy, but delivery of stock to your stand will remain your responsibility.

If you think you might need extra time to build your stand (outside the build-up times stated above), please contact the organiser at h.bailey@ucas.ac.uk In some circumstances, early access to the venue on the build-up day may be given, but this is only with the advance permission of the organiser. If advance permission has not been granted, exhibitors will be turned away from the venue until the exhibitor build-up session starts (16:00 on Monday 13th June).

If you have a courier arriving to collect goods, please do not ask them to arrive any earlier than 15:15, or they may be turned away.

When leaving the venue, please remove any waste – this includes literature not in a box, and not being collected by your courier – e.g. spare prospectuses. **Removal of any excess waste will be charged for.**

Business centre

If you require any printing, please go to the organiser's office, which is at the back right of the hall.

C

Car parking

There is a car park at Utilita Arena (around the back of the building) which is free on both 13th and 14th for the exhibition. The full address for your sat nav is - Utilita Arena Newcastle, Arena Way, Newcastle upon Tyne, NE4 7NA. Utilita Arena Newcastle is only 3 minutes from the A1 North - South route. Take the A184 signposted 'City Centre', then follow the A189 over the Redheugh Bridge. When in the vicinity of the Arena, follow the signs/ the security team's directions to the appropriate car park.

Carpet

The hall floor will be covered with a charcoal carpet in the aisles, and light grey carpet on the stands. If you have specific flooring requirements, please contact GES by emailing them at UCASTyneside@GES.com , or by calling them on +44 (0) 2476 380180.

Cash machine

There is a cash machine onsite, and another one a 5 minute walk away at Times Square. However please note that Utilita Arena is a cashless venue and only card can be accepted throughout the building.

Catering

The exhibitor and teacher lounge can be found to the rear of the hall, on the second floor. The way to the lounge will be clearly signposted from the exhibition floor. The lounge will be open while the exhibition is open to the public, serving tea, coffee, and refreshments – please note that card payments are accepted only (no cash).

UCAS will provide each stand with four tea and coffee vouchers per day. If you are on a double stand or larger, we will provide eight vouchers per day. These entitle you to a complimentary tea or coffee, and are redeemable in the exhibitor lounge.

Children

Children under the age of 16 are not allowed into the venue during build-up and breakdown, to comply with health and safety legislation.

Cleaning and recycling

Common areas and aisles will be vacuumed each day, and rubbish will be removed, but exhibits will not be cleaned. Please leave bags of rubbish in the gangway for collection, after the show has closed.

Competitions

Please note that in the interests of health and safety, entrance areas, aisles, and gangways must be kept clear, and competitions may only be organised and operated from an exhibitor's own stand. The P.A. system is for emergency announcements and organisers' use only and may not be used to announce competition results.

Contractors

If you're employing a contractor to build or design the interior of your stand, please ensure they receive a copy of this manual. Please let us know your contractor's company name so our security team is aware. They must also adhere to the venue's rules and regulations, which are contained in the [eGuide](#). Please also ensure you (or your contractor) send the stand's risk assessment, method statement, and stand plans to h.bailey@ucas.ac.uk at least three weeks before the event.

For security reasons, all contractor staff must wear a wristband to gain entry to the venue. This will be provided on arrival at the venue, provided we are aware they will be onsite.

Covid 19 precautions

Correct at date of publishing 12/05/2022, this information may change alongside government advice

Face coverings

We highly recommend that you wear a face covering inside the venue and the hall unless you are exempt. We will have a provision of these at the organiser's office but advise that you bring your own.

Social distancing

We will be promoting a recommended social distancing of 1m+ within the hall.

Cleaning and hygiene

The Utilita Arena will be regularly cleaning high traffic areas throughout the event

Hand sanitiser

There are hand sanitiser stations located throughout the venue and our event hall. We will also have a provision of this at the organiser's office but advise that where possible you bring your own.

Handing out prospectuses etc.

We encourage exhibitors to use literature racks rather than personally handing out prospectuses and any other literature to visitors. Where possible, please use QR codes for visitors to access your online literature.

Stand risk assessment

Please see a list of recommended points to cover in your stand risk assessment:

- Sufficient stand cleaning
- Good hand hygiene for staff i.e., regular handwashing and or a supply of hand sanitiser on the stand
- Social distancing on stand and around the event hall
- Adequate supply of PPE for staff if required

Please see further guidance on the Working safely during coronavirus (Covid-19) - Events and attractions page:

<https://www.gov.uk/guidance/working-safely-during-covid-19/events-and-attractions#risk-3>

Reporting of any concerns about Covid during the event

If you have any concerns about Covid-19 during the event, please come to the organiser's office. Alternatively, if you do not wish to come to the office you can call the event organiser on 07833237033.

D

Deliveries

Please refer to the 'Build-up and breakdown' section in addition to the information below.

Any deliveries to your stand on event open days must be completed, and your vehicle removed from the loading areas, no later than half an hour before the show opening time. The venue will not allow the event to open if vehicles are blocking fire exit routes, and trolleys are not permitted on the exhibition floor during open hours, in consideration of public safety.

If you are expecting goods to be delivered by courier, please ensure they're aware of the dates of the event, and hall opening times. Deliveries made before 08:00 on build day (Monday 13th June) will not be accepted by the venue.

The venue address for couriers is:

UCAS Tyneside higher education exhibition

Exhibitor name and stand number

Contact name

Utilita Arena

Arena Way

Newcastle Upon Tyne

NE4 7NA

United Kingdom

Any deliveries not clearly addressed, or that arrive before build-up, are likely to be lost or returned to sender.

Please make sure the staff working on your stand know:

- who your courier is
- your courier's contact details
- what the delivery consists of

If using a delivery company, they're responsible for delivering your prospectuses and any other items safely to your stand, and placing surplus materials in the on-site storage area.

E

Electrical services and stand power

All onsite electrical work must be carried out by a qualified, competent person, and inspected by the appointed electrical contractor prior to energising. Our stand contractor, GES, has a comprehensive range of electrical services for hire and installation, and offers an extensive range of light fittings and flexible power supplies, including three-phase.

You can place your order for electrics via GES using the [online shop here](#)

If you have any questions regarding electrics please get in touch with the GES team by emailing them at UCASTyneside@GES.com, or by calling them on +44 (0) 2476 380190.

Exhibitors bringing portable appliances should ensure the items have been recently PAT tested (Portable Appliance Tested) and bear the PAT test pass certificate.

Use of the venue's electrical sockets is not permitted, and cables must not cross gangways. Once power has been energised during build-up, it will be switched off each night, including the pre-open night. Power to your stand will be switched off 30 minutes after the show closes and will not be switched back on under any circumstances, due to the hazards presented during the breakdown of stands.

All shell scheme stands will be fitted, as standard, with one fluorescent light. Please note, electrical sockets are **not** provided as standard, as part of the shell scheme exhibition stands.

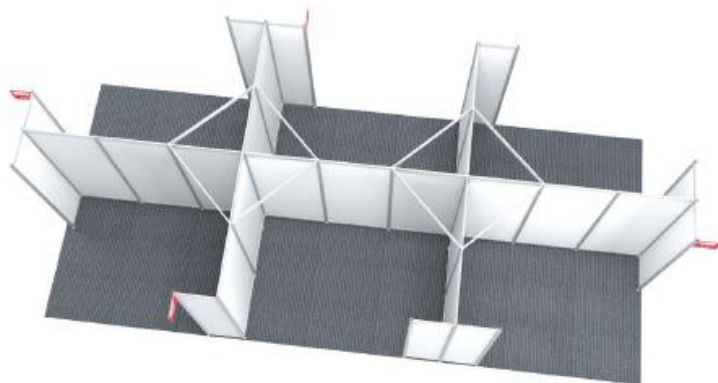
Emergency procedures

The venue's emergency procedures document will be provided on your stand in your welcome pack on arrival. In the event of an emergency please follow the instructions of the security team.

Exhibition stands and furniture

The shell scheme stands will be built by our contractors GES. Please see information on the shell scheme in the [document here](#).

Below is how our shell scheme stands will look once built. The name board is located on the return on the front of the stand.



Please see this [Graphics guide document](#) if you will be ordering graphics for your stand.

The name of your organisation and stand number will be displayed on the name board of your stand, based on the details provided during your online booking. Please inform UCAS Media immediately if there are any amendments to be made, at events@ucas.ac.uk. Any name boards altered within ten working days prior to the exhibition will incur a charge.

Space-only stands

Important note: Contractors will not be allowed to commence their build-up until they have complied with all the requirements of the workplace (health, safety, and welfare) Regulations 1992

All structures, materials, special designs, unusual constructions, and all signs, must conform to British safety standards and codes of practice, and comply with local council regulations or those of any other statutory authority (see 'Fire regulations').

Complex structures

A complex structure is any form of construction of any height, which would normally be designed by an engineer, and has, through a risk assessment, been found to provide a significant risk.

Examples of complex structures include:

- structures over 4m in height
- multi-storey stands
- viewing and service platforms
- suspended items, e.g. signs and lighting rigs
- raised walkways
- ramps
- sound and lighting towers
- temporary tier seating
- platforms and stages over 0.6 metres high
- structures with a roof

The following details are required for complex structures:

- Detailed, scaled, structural drawings (including staircases, plan views, and elevations).
- Calculations, specifications, and method statement, each showing the event name and the structure's name or number.
- For each complex structure, the organiser will be required to send two complete sets of the above in English – items should not be sent piecemeal.
- A suitably qualified and experienced person, generally a chartered engineer, with adequate professional indemnity cover, must confirm the design is safe for its purpose, and certify all complex structures.

Space-only

Any space-only stand exhibitor must provide the event organiser with:

- a copy of a scale drawing, including plans and elevations
- a construction timetable
- a method statement
- a risk assessment
- full details of fabrics and materials being used
- third party insurance certificate, showing minimum cover of £5 million

The organiser reserves the right to submit any plans to a structural engineer, who will charge a fee which is **not** pre-determinable and must be paid by the exhibitor or their contractor prior to commencement of the works.

Space-only sites are not permitted to attach any material to the shell scheme walls without prior permission. Space-only sites booked between shell scheme sites must take into consideration the size of the allocated space. Failure to take care over internal measurements could mean the stand will not fit in the allotted space. All partition surfaces

built above the standard 2.44 metre shell scheme height must be decorated. If in doubt, please email events@ucas.ac.uk for advice.

In addition, all stands must be finished both front and back.

Construction materials

- Artificial flowers and similar decorations are combustible and give off toxic fumes. They must not be used for decorations. Silk type flowers are acceptable, providing they have been fireproofed to BS 5438, and are marked as such. Cellulose plants are flammable and must not be used as stand dressing.
- Carpets, flooring, and other flexible floor covering and underlays, when tested appropriately in accordance with BS 4790, should either not ignite, or have the effects of ignition limited to a radius of 35mm on both the upper and under surface. For fixing of floor coverings, all contractors and suppliers will be required to use Stikatak Eurocel, code B7 38 x 50. Many of our contractors already use this, but from now on, it will be mandatory for all contractors to do so, to ensure they do not incur any unnecessary dilapidation charges. The tape is readily available from the manufacturer, Stikatak. Other forms of fixing – such as cable clips, nails, or bolts – are strictly prohibited.
- Drapes, curtains, hangings, and temporary decorations shall be flame-retardant, and comply with BS EN 4790. They should hang 75mm clear of the ground, be parted in the centre, and not conceal any exit signs. Curtains, hanging decorations, and upholstery shall be secured a minimum of 75mm above the floor level by a 75mm deep skirting, fixed taut, and/or in tight pleats to a solid backing. The organiser will produce test certificates for any materials they intend to use. If the venue is not satisfied that any material meets the standards required, they will be removed from the venue.
- Glazing must comply with the current UK building regulations and relevant British standards, including BS 6206 and BS 6262. Any uninterrupted large areas of clear glazing, especially glazed doors, shall be indicated, so as to be readily apparent (for example, by warning stripes, dots, or logos), to ensure people do not injure themselves by inadvertently walking into the glass. Any overhead glazing shall be of wired glass, or be otherwise adequately protected from shattering.
- Paint spraying – a notice of 28 days in writing of any proposed use of a paint sprayer must be provided, as the sprayer shall not be used without the consent of the venue. Paint spraying will be permitted, provided:
 - only water-based paints are used
 - protective measures are undertaken to ensure no paint is spilt on floors, or sprayed or splashed on the walls, or other parts of the building, structures, or equipment
 - no nuisance is caused to other persons in the venue

Event staff

Event staff will be available throughout the event, and easily identifiable by their UCAS-branded t-shirts. They will make sure empty boxes are cleared away, aisles are kept tidy, and students and exhibitors are directed as necessary. However, they will not undertake any excessive lifting. Please do not hesitate to ask for their assistance.

Exhibitors' property

Exhibitors' stands, and exhibits on stands, are not accepted into the custody or control of the licensor, and exhibitors shall make their own insurance arrangements. 24-hour security is provided during the event. However, while Utilita Arena/UCAS Events take every precaution to protect exhibitors' property during any event, they are not responsible for any loss or damage.

Utilita Arena/UCAS Events also accept no responsibility for anything left on the premises, and exhibitors must make arrangements for all material to be removed from the exhibition by 20:00 on Tuesday 14th June. Any items left on the premises after the tenancy has expired will be kept by Utilita Arena – staff will endeavour to contact the owner prior to disposal, but cannot guarantee this.

We would recommend insurance cover to include, as a minimum, legal liability for personal injury, and damage to third party property, based on a limit of indemnity of £2 million. It is also prudent to extend cover to include abandonment and cancellation or curtailment of the event, due to circumstances beyond your control. All exhibits of jewellery should have a block insurance policy.

F

Filming

If you are planning on undertaking any filming, or taking any photographs at the event, you must inform the organiser, preferably seven working days prior to the exhibition, at h.bailey@ucas.ac.uk.

Fire regulations

The following regulations are included in the [eGuide](#) and must be complied with by all contractors and exhibitors.

All materials used in the construction of stands, features and displays, including signs and fascias, shall be:

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed in order to adequately perform the functions for which they were designed
- non-combustible, inherently non-flammable, or durably flameproof in accordance with BS476-Part 7
- water-based, where applicable, e.g. adhesives and paint

British Standards are the minimum acceptable standards for construction materials. Suitable samples of materials may be submitted to the venue for approval. Materials may be tested on-site to ensure that they comply.

Any decorative materials, drapes, curtains etc. must be flame proofed. Floor coverings must be secured in place so not to cause a hazard.

It is understood that exhibitors will use paper-based products as part of their stand materials, (which is a combustible material). A direct 'no smoking' control measure will be in place across all venues to reduce the associated risks of fire. If any display includes a flammable product or substance then this should be considered and controlled by a separate risk assessment, subject to the approval of the event organisers (e.g. a cooking display).

First aid

If you require any first aid during the build-up, event, or breakdown, please go to the organiser's office. The venue also has a first aid room, which is located in the foyer next to the entrance.

Footwear

Suitable footwear must be worn on-site during build-up and breakdown. Open-toed sandals/shoes, flip-flops, and flimsy footwear are not permitted.

Furniture hire

Each stand will be supplied with the furniture hired when booking. If you wish to hire any additional furniture, or upgrade your furniture package, please do so through your ENet account, at least two weeks prior to the exhibition date.

H

Hazardous exhibits

No hazardous substance, object, or process is to be used, exhibited, or stored within the immediate confines of the exhibition complex. Examples of prohibited items are given below:

- Real flame.
- Flammable materials including petroleum spirits, paraffin, and diesel.
- Flammable gases, including liquid petroleum gas.
- Toxic substances.
- Boilers, stoves, and furnaces.
- Moving displays.
- Laser beams or pyrotechnics.

Height restrictions

Please note that the height limit of displays is 4m.

Exhibitors who have purchased a shell scheme only and are wishing to build above the shell scheme panel should contact the event organiser as support beams may cause an obstruction and it may not be possible to remove them. Please email h.bailey@ucas.ac.uk.

I

Insurance

It is essential you take out adequate employee and public liability insurance against personal injury, damage to, or loss of exhibits, etc.

While the organisers take every precaution to protect exhibitors' property during an event, they are not responsible for any loss or damage. You should ensure you have adequate public and employers' liability cover, in line with the booking terms and conditions.

Internet

Internet

Internet access is available for exhibitors – the login details will be provided in your exhibitor welcome pack, which will be on your stand.

UCAS

UCAS can offer a TV AV hire package – for more information and to book, please sign in to your ENet account. The items will be on your stand during build-up day, and on-site technical support will be available. If you require further information, please call the Events Team on 01242544645

L

Lost property

All property found in the arena will be returned to security and logged – if someone reports something missing and it has been returned to the in-house security, the security will facilitate the returning of the item.

M

Marketing opportunities

We offer a number of additional marketing opportunities that can help increase your impact, including:

- performances
- student talks
- floor tiles
- hanging banners
- interactive workshops
- adverts
- email content
- website content

For more information, please visit the [UCAS Media website](#).

If you would like to discuss these opportunities further, or are interested in sponsorship of the event, please contact the Events Team at events@ucas.ac.uk, or on 01242 544 645.

Music

Exhibitors requiring music to be broadcast, whether live or from tapes or discs on stands or other areas, are advised that they will require a licence for the performance of music from the Performing Rights Society Limited, which has rights under The Copyright Act 1988.

Any person wishing to have music broadcast in the hall must inform the event organiser. Exhibitors will be required to pay all fees due to The Performing Rights Society Limited upon request. More information can be found at www.prsformusic.com.

Please note that all licenses must be served in advance of the event. UCAS and the venue reserves the right to restrict sound levels emanating from any stand or feature which they consider to be disturbing or disrupting the business of other occupiers within the building.

O

Organisers

The organiser's office is located at the rear of the venue, next to the loading bay.

The main organiser is Hannah Bailey, h.bailey@ucas.ac.uk, who can be contacted on the following number during the exhibition: 07833237033

P

Passages and gangways

Any means of ingress and egress, passageway, or gangway must remain free from obstruction, and be kept free from obstruction for the duration of the exhibition.

1. No part of any stand or exhibit is permitted to encroach on a passageway or gangway, and no door, window, or other similar facility may open outwards to project beyond the perimeter of the stand.
2. The floor around your stand shall be kept level and even and shall not be allowed to become slippery or a source of danger.
3. Where an exhibition stand is not provided with a platform, the space shall be clearly defined, and the exhibits shall be arranged to maintain passageways and gangways of uniform width.

R

Risk assessment

All exhibitors need to provide a risk assessment for your stand build and any activities that will be happening on your stand. Please send this through to Hannah Bailey h.bailey@ucas.ac.uk least 4 weeks before the exhibition date.

The event organiser has completed a risk assessment for the event. Copies of these can be found via your e-net account in useful documents along with some helpful templates and risk assessment advice.

S

Security

Security is provided for the event throughout build-up and during the event. To gain access to the venue, **contractors and exhibitors must sign in**, and will be issued with wristbands/lanyards that must be worn at all times. Further information can be found in the 'Arrival' section of this manual.

Bag searches will be taking place by the venue, as well as walk through metal detectors.

Please take account of the following security advice from the venue:

- Take home any valuable items each night if there are no secure storage facilities on-site.
- Do not leave your stand unattended at any time during build-up, the open period, or the breakdown of the event. Do not leave the hall until all visitors have gone each evening.
- Do not position desirable items at the front of your stand, where you may not be able to keep an eye on them.
- Ensure you have enough staff, so the stand is not vulnerable to thieves, and do not ask a neighbouring exhibitor to watch over your stand while you go for a break. They may become busy, and not be able to watch your stand.
- Remove all portable or valuable items from the stand on the evening the event closes. Do not leave them until the following day for collection.

- Arrive in time for the event. Ensure your stand is staffed at least 15 minutes before event open time each day, but remember that the hall is open from 08:00 on Tuesday morning.

If you are a victim of theft, please report it immediately to security.

Smoking

Please note, throughout both the build-up and the duration of the exhibition, there is a strict policy of **no smoking** inside the venue. This includes e-cigarettes and vaping.

Storage

There are limited unsecured facilities for the storage of exhibition material, cases and catalogues. No storage is allowed in areas behind stands, in gangways, in the loading bay area, under stairs, obstructing fire exits, etc.

T

Trolleys

Trolleys are not provided at the venue, so please bring your own if you need one to deliver goods to your stand.

Trolleys are only permitted on the exhibition floor outside event opening hours, for the safety of visitors.